

Division of Consumer Affairs

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## News Release

### **One Million Dollars Returned to Consumers for Second Consecutive Year FOR IMMEDIATE RELEASE**

January 27, 1997

NASHVILLE - The Tennessee Division of Consumer Affairs has released their complaint statistics for 1996. For the second year in a row the division was instrumental in helping return more than one million dollars to consumers. "1996 continued to be a busy year for the Division, we made a lot of progress in several areas, and we are proud of the fact that we could help so many consumers get restitution," said Mark Williams, Director of the Tennessee Division of Consumer Affairs. The exact amount returned to consumers in 1996 was \$1,000,742.70.

The number one category this year was last year's number two category, Debtor/Creditor. The Debtor/Creditor category includes complaints about billing practices, collection agencies, credit reporting services, credit repair, and banks, etc.

Making a huge leap in complaints in 1996 was the Business Opportunity category. This category jumped from number seven to number four and had a 145% increase in the number of complaints. There was a total of 418 complaints in 1996 compared with 170 complaints in 1995.

The automobile industry remained the top industry in overall total complaints, generating 1,046 complaints in 1996. This includes the categories of auto repair, leasing, used car sales, new car sales and lemon law.

Other accomplishments in 1996 were the launching of the division's Internet Web Site, the debut issue of the "Tennessee Consumer Quarterly" and the creation of the "Caveat Emptor" (buyer beware) list.